



DEPARTMENT OF THE NAVY
OFFICE OF THE CHIEF OF NAVAL OPERATIONS
WASHINGTON, DC 20350-2000

IN REPLY REFER TO

OPNAVINST 2300.42D
N-61

25 SEP 1992

OPNAV INSTRUCTION 2300.42D

From: Chief of Naval Operations

Subj: OPERATING POLICY FOR NAVY TELECOMMUNICATIONS CENTERS
(NTCCs)

Ref: (a) NTP-3 (NOTAL)

Encl: (1) Responsibility of Naval Telecommunications Centers
and their Customers
(2) Guidance for Waivers

1. Purpose. To issue policy concerning Naval Telecommunications Centers (NTCCs) as defined below and to delineate the responsibilities of NTCCs and their customers.

2. Cancellation. OPNAVINST 2300.42C.

3. Definitions.

a. Telecommunications Center (TCC). A fixed, shore telecommunications activity normally serving more than one organization. Its primary mission is for transmission, receipt, acceptance, processing, and distribution of incoming and outgoing messages, regardless of major claimancy. An activity which performs an operations-related function in addition to processing messages, even though for convenience called a telecommunications center, is not governed by this instruction except as it relates to the Naval Telecommunications System (NTS) and other service customers. Examples include Submarine Operating Authority TCCs, Anti-Submarine Warfare Operation Centers, Command Centers, and TCCs which perform analysis on the messages being sent or received, such as Special Intelligence or Critical Intelligence Communications (SPINTCOM or CRITICOM) TCCs.

b. Automated Message Processing Equipment (AMPE). These automated message processing systems connect directly to Automatic Digital Network (AUTODIN) and extend their automation to backside terminals. Navy AMPE include the Local Digital Message Exchange (LDMX).

c. Customer. Any activity with a valid plain language address (PLA) which receives communications support from an NTCC.



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d. Guard Command. A customer that receives messages with internal distribution assigned by the NTCC.

e. Protect Command. Protect commands do not receive internal distribution at the NTCC.

f. Electronic Distribution. Distribution of messages via electronic means to a customer.

g. Over-the-Counter. Designated location normally the (NTCC) where all messages are delivered or picked up by the customer's designated courier.

h. Personal Computer Message Terminal (PCMT). A PC-based, low volume, automated message-processing system used primarily in communications centers. Replaces outdated manual procedures.

i. Gateguard. A PC-based customer operated terminal providing an AUTODIN gateway from a command to the AUTODIN system via a servicing communications center for receipt and transmission of message traffic.

j. Automated Information System (AIS). An assembly of computer hardware, software and/or firmware configured to collect, create, communicate, compute, disseminate, process, store, and/or control data or information.

k. Office Automation System (OAS). Method of inter-office or command AIS (e.g., local area networks).

l. AUTODIN Gateway Terminal (AGT). Any terminal serving an office automation (OA) system.

m. Message Segregation. Message segregation refers to the physical separation of classified messages. NTCCs normally shall segregate only top secret and special handling messages. Customers receiving traffic delivered via diskette from NTCCs using Personal Computer Message Terminal (PCMT) (release 4.0 or higher) or any other certified terminal equipment/software having the capability must have their classified traffic (confidential and secret) further segregated from unclassified traffic. Customers desiring segregated message traffic delivered via paper copy require a waiver approved by the Chief of Naval Operations (CNO) (N-61). See enclosure (1), subparagraph 1a(15) for additional information.

n. Courtesy Copy. A copy of the customer's outgoing message based on the automatically generated copy received back from the serving NTCC system.

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4. Policy

a. NTCCs shall provide communications services to all approved Department of Defense (DoD) customers within their discrete geographic locations. They may also provide service to non-DoD government customers within those discrete geographic locations if approved by CNO (N-61).

b. Where feasible, telecommunications centers will be consolidated or eliminated to achieve more effective employment of personnel and equipment resources on a long-term basis.

c. Guard command internal distribution will not go below the third echelon in the customer's chain of command except in the case of electronic distribution (see enclosure (1), subparagraph 1a(7)(c)).

(1) First echelon is commander/commanding officer or equivalent; second echelon is assistant chief of staff (ACOS)/department head or equivalent; and third echelon is division head/division officer or equivalent.

(2) Any distribution, reproduction, and reassignment of responsibility for a message are the customer's responsibilities.

(3) Each customer will be provided one paper copy per message if not receiving messages electronically or via diskette.

d. Protect command customers will not receive internal message distribution assignment. Each customer will be provided one paper copy per message if not receiving messages electronically or via diskette. All distribution and any additional reproduction of messages are the customer's responsibilities.

e. Embarked afloat staffs shall receive message distribution from the mobile unit embarked. Any additional reproduction or distribution requirements for these staffs is the responsibility of the mobile unit's communications contingent. When an afloat staff returns to its homeport and temporarily moves ashore, it will be designated a protect command.

f. The parent command of an NTCC shall execute a customer service agreement with each customer to accommodate site unique requirements. These agreements will be signed by the commanding officer/officer in charge of the NTCC and the designated representative of the customer's command. As part of such agreements, customers shall be designated in writing as either

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guard command customers or protect command customers. Determination of the designation shall be based on the serving NTCC's capabilities and the customer's desire. Such agreements shall be renegotiated within 90 days following the relief of the officer signing as the representative of the NTCC. A formal addendum may be used to denote minor modifications to customer service agreements. The signature requirements remain the same as for the original agreement. The addendum precludes unnecessary redrafts of the entire agreement. Fleet mobile units are exempt from the requirements for customer service agreements.

g. Electronic courier circuits (ECCs) shall not be established unless approved by the CNO (N-61) to ensure against the proliferation of "mini" communications centers remote from the NTCC which negates consolidation. ECCs are to provide an advance copy of immediate or higher precedence messages for approved operational commands to or from the NTCC. A follow-on copy, as well as lower precedence messages will be delivered via method established by the customer service agreement. Delivery via ECC or other electronic means constitutes notification to a customer of immediate or higher precedence action messages.

h. Automated NTCCs operating AMPs will extend services as delineated in enclosure (1) to guard command customers within the equipment's capabilities and the customer service agreements.

5. Responsibilities

a. The Commander, Naval Computer and Telecommunications Command (COMNAVCOMTELCOM) will monitor operations of all subordinate NTCCs to maintain communications standards compatible with the Naval Telecommunications System and the Defense Communication System. The commanding officers of non-claimancy NTCCs are to ensure the policies set forth here are maintained. The Commandant Marine Corps (CMC) will monitor operations of all Marine Corps TCCs.

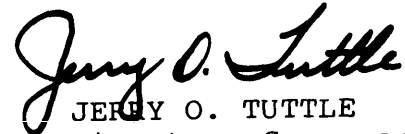
b. Major claimants will inspect NTCCs outside the COMNAVCOMTELCOM claimancy. COMNAVCOMTELCOM shall provide an inspector to augment the major claimant's inspection team. Each major claimant shall submit an annual inspection schedule to COMNAVCOMTELCOM Inspector General for planning and budgeting purposes.

c. The commanding officer of the NTCC's parent command and the senior officer of each customer provided telecommunications services will carry out the provisions of enclosures (1) and (2). Since an NTCC's manning and resource levels are based on a specified level of service to its customers, communications

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services beyond those specified are not authorized unless specifically approved by CNO (N-61). Submit requests for additional services or recommendations for changes to this instruction to CNO (N-61) via the appropriate chain-of-command and COMNAVCOMTELCOM in accordance with enclosure (2).

6. Action. Commands responsible for NTCCs and their customers shall comply with this instruction in the operation of NTCCs.



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Director, Space and
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**RESPONSIBILITY OF NAVAL TELECOMMUNICATIONS
CENTERS AND THEIR CUSTOMERS**

1. Responsibilities

a. The NTCC shall:

(1) Accept for delivery all message text formats properly prepared under ACP 121 US SUPP-1 (NOTAL), JANAP 128, and reference (a) message text formats using the following:

(a) Floppy diskettes prepared in accordance with the customer service agreement.

(b) Message forms, DD 173/2 or DD 173/3, are the DOD standard forms for both optical character recognition equipment (OCRE) and manually processed messages. With formal coordination, the serving NTCC will accept single sheet and/or continuous feed paper compatible with existing OCR reader in lieu of forms DD 173/2 or DD 173/3. If problems occur during processing with a special form, use the DD 173/2 or DD 173/3 until the problem is resolved. Over-the-counter customers currently served by a Navy communications facility equipped to accept diskettes shall eliminate use of DD-173's for outgoing messages. As terminal equipment becomes available, over-the-counter customers will be allowed four months from the date diskette service becomes available for transition and the elimination of DD-173's.

(c) Magnetic tape formatted for delivery via AUTODIN. (Magnetic Tape will not be accepted after 30 September 93).

(d) Properly certified AUTODIN gateway terminals (AGTs).

(2) Accept for delivery all priority and above outgoing messages with minor correctable errors that preclude delivery if prepared in accordance with paragraph 1a(1).

(3) The customer will be notified as soon as possible if a message requiring corrective action is not transmitted.

(4) Maintain own paper, microfilm, diskette, magnetic cartridge or magnetic tape files per policies levied by SECNAVINST 5212.5C Part III Chapter 2, OPNAVINST 5510.1H, Article 455 of NTP-4 (C) (NOTAL), and other effective directives.

Enclosure (1)

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(5) Process short-form message readdressals previously processed which are retained in on-line storage. Messages up to 10 days old normally will be in on-line storage.

(6) Process outgoing messages as follows:

(a) Immediately upon receipt of a floppy diskette containing outgoing messages, time-stamp or otherwise annotate the customer's releasing/receipt document.

(b) Immediately upon acceptance of an outgoing DD 173/2 or DD 173/3 or plain bond paper for transmission, time-stamp or otherwise annotate to indicate receipt for transmission. If desired, the subscriber's courier may bring an additional copy of an outgoing message to be stamped or annotated to serve as a receipt of delivery to the NTCC. Self-addressed messages and those addressed to a pseudo-activity will not be accepted.

(c) Courtesy copies of outgoing messages will be distributed in accordance with paragraph 1a(7) guidelines. They will not be provided for proofreading purposes prior to transmission.

(d) Electronic outgoing messages will be processed in accordance with customer service agreements.

(7) After appropriate processing, provide one copy of incoming narrative message to customer. If the mission of the command requires greater distribution, a waiver from CNO (N-61) is required in accordance with enclosure (2).

(a) Top Secret/TICON/SPECAT Messages. (See NTP-4 (NOTAL) or NWP-4 (NOTAL) for definitions). Provide one copy to the designated customer command courier in a separate folder or envelope with a disclosure record. The NTCC shall check the courier's identity against a separate list of the customer's authorized couriers and obtain a receipt signature.

(b) SECRET/SECRET NORFON and below messages including "Personal For" and "LIMDIS" are authorized for delivery on diskette to all over-the-counter (OTC) customers capable of processing diskettes. Over-the-counter customers who use diskette delivery will not be provided copies of messages. For those customer's not capable of receiving diskette delivery, they will be provided one copy to the designated customer's courier. Use of envelopes is in accordance with the customer service agreement.

Enclosure (1)

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(c) Electronic Distribution. Where the capability for electronic distribution exists, assign internal distribution below the third echelon within existing capabilities of both the system and NTCC manpower resources.

(8) Where NTCC magnetic tape output capability exists, provide one tape copy of all data traffic as formatted or structured upon receipt at the NTCC by the customer. Accept reels of exchange tape from the customer on a one-for-one basis. NTCCs are encouraged to utilize technologies such as bar coding to automate the accounting of manual functions. (Magnetic tape will not be accepted after 30 September 1993).

(9) Notify the customer upon receipt of an action message of immediate or higher precedence. Delivery of a message via ECC or other electronic means constitutes notification to a customer.

(10) Deliver all messages over-the-counter at a designated central location to the customer's courier.

(11) Where PCMT capability exists, process messages in accordance with reference (a).

(12) Develop and maintain current, detailed instructions governing the use, capabilities and services of the NTCC as directed by the NTCC's parent command. Coordinate with each customer and use the resources of the NTCC to resolve problems concerning services within the guidelines of this instruction. Review and reissue customer service agreements using guidance provided in basic instruction paragraph 4f. Refer unresolved minor differences to the NTCC's parent command; refer major differences to CNO (N-61) via the appropriate chain of command and COMNAVCOMTELCOM/N3.

(13) Establish and maintain a Communications Improvement Memorandum (CIM) program in accordance with NTP-4 (NOTAL) to assist customers in reducing message processing errors and improving writer-to-reader time.

(14) Segregation of message Traffic. (See basic instruction, subparagraph 3m for definition). Segregate messages classified top secret or caveated for special handling to meet customer requirements, e.g., paper or diskette copy. Reflect any segregation of message traffic in a customer service agreement. The decision to segregate secret and below messages at an NTCC will be based on the following criteria:

Enclosure (1)

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(a) If PCMT capable (release 4.0 or higher), the NTCC will segregate confidential and secret messages from unclassified traffic for delivery via floppy diskette. A CNO waiver is not required.

(b) If not PCMT-capable, the NTCC will segregate confidential and secret messages for delivery via paper copy only if approved by CNO (N-61) by using waiver request procedures identified in enclosure (2). Reflect any segregation of message traffic requirements in customer service agreement.

(15) Positively identify, using methods such as photographic identification, retina scan, or thumbprint verification, all couriers according to courier lists provided by customers.

(16) Notify customers of MINIMIZE conditions and reject messages which do not conform to the MINIMIZE provisions of reference (a) and NWP-4 (NOTAL).

(17) At a minimum, conduct semi-annual customer satisfaction surveys to determine if improvements in services provided are required. Take corrective action as indicated by survey results.

b. The customer shall:

(1) Establish courier service to deliver outgoing messages and pick up incoming messages either at the NTCC or a designated location.

(2) Provide to the NTCC and maintain current a list of couriers authorized to pick up or deliver messages at the NTCC or designated location. Provide a separate listing of couriers authorized to pick up top secret and messages with special handling caveats.

(3) Be responsible for proper security clearance of all couriers.

(4) Deliver to the NTCC outgoing data pattern messages complete with header and trailer cards.

(5) Be responsible for proper release of all outgoing messages to include responsibility for observing MINIMIZE.

(6) Designate a single point of contact to coordinate with the NTCC.

Enclosure (1)

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(7) Customers which are guard commands will provide the NTCC with a distribution guide containing specific office codes, flag words, standard subject identification codes (SSICs), address indicator groups (AIGs), collective address designators (CADs), etc., that will selectively route to a minimum number of offices in accordance with the basic instruction. Such guides shall conform to the program limitations of the NTCC and will provide a standard distribution scheme when automated distribution is not available. Changes to the data base must be written and must be verified by the customer's point of contact prior to implementation.

(8) Process magnetic tape traffic if reformatting or restructuring is required. Provide the serving NTCC with exchange reels of magnetic tape on a one-for-one basis. (Magnetic tape will not be accepted after 30 September 1993).

(9) By communications doctrine, NTCCs are limited in storage capacity of message files. Therefore, each command is encouraged to maintain and safeguard its own message files as per SECNAVINST 5212.5C Part III Chapter 2 and OPNAVINST 5510.1H respectively. This measure ensures availability of message that exceed established times for message retention in the NTCC.

(10) Provide properly classified labelled message diskettes in accordance with reference (a).

c. Service message handling responsibility depends on connectivity (i.e., Gateguard off LDMX, Gateguard off RIXT). The telecommunications center responsible for customer service handling messages must be designated in the customer service agreement.

Enclosure (1)

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GUIDANCE FOR WAIVERS

1. Use the following procedures when a customer requests any service not provided for in this instruction:

a. The customer shall submit a written request to the NTCC for the service, including a statement agreeing to fund any increase in consumable supplies if applicable.

b. The NTCC will forward the request through their chain-of-command to CNO (N-61) via COMNAVCOMTELCOM/N3 and provide the following information as applicable:

(1) Specific comments regarding the impact on additional manpower, equipment, and consumable supplies.

(2) Assessment regarding the impact on planned programs.

(3) Recommendation concerning the request.

c. When evaluating the request the NTCC shall determine the following:

(1) Additional manpower required by NTCC.

(2) Any additional equipment support (e.g., reproduction devices and repair services) to be provided by subscriber.

(3) If requested service will affect ongoing programs to automate message handling.

d. If approved, the waiver to policy must be reflected in a support agreement between the NTCC and the customer. A customer service agreement must be renegotiated whenever any change to policy is authorized.

2. No additional service will be started until a waiver request is approved by CNO (N-61).

Enclosure (2)